

Easterling, Deborah

From: Dong, Randall
Sent: Thursday, September 20, 2018 12:40 PM
To: Easterling, Deborah
Subject: Fwd: Hawkins vs DEC 2018-258-E Hearing Examiner Directive
Attachments: Duke energy letter.docx

Randall Dong
 Staff Counsel
 Public Service Commission of S.C.

From: Dong, Randall
Sent: Thursday, September 20, 2018 12:38:43 PM
To: Easterling, Deborah
Subject: Fwd: Hawkins vs DEC 2018-258-E Hearing Examiner Directive

Randall Dong
 Staff Counsel
 Public Service Commission of S.C.

From: kaila hawkins <ccs_hawkins@att.net>
Sent: Tuesday, September 18, 2018 5:07:34 AM
To: Dong, Randall; Pittman, Jenny; Frank R. Ellerbe III; Samuel J. Wellborn; Heather Smith; Rebecca J. Dulin
Cc: PSC_Directive-Order-Hearing-Distribution-List
Subject: Re: Hawkins vs DEC 2018-258-E Hearing Examiner Directive

On Mon, Sep 17, 2018 at 3:26 PM -0400, "Dong, Randall" <Randall.Dong@psc.sc.gov> wrote:

Dear Parties and Counsel:

This email is to advise that Mr. Hawkins called my office to check on the status of his complaint. I told him that we had not, to my knowledge, received his latest filing, and I asked him to email us all copies. A copy should be coming to everyone by email tonight.

Thanks.

Randall Dong

From: kaila hawkins [mailto:ccs_hawkins@att.net]
Sent: Monday, September 10, 2018 5:43 PM
To: Dong, Randall <Randall.Dong@psc.sc.gov>; Pittman, Jenny <jpittman@regstaff.sc.gov>; Frank R. Ellerbe III <fellerbe@robinsongray.com>; Samuel J. Wellborn <swellborn@robinsongray.com>; Heather Smith <heather.smith@duke-energy.com>; Rebecca J. Dulin <Rebecca.Dulin@duke-energy.com>

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SEP 20 2018

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MAIL / DMS**

Cc: PSC_Directive-Order-Hearing-Distribution-List <PSC_Directive-Order-Hearing-Distribution-List@bcbad.state.sc.us>

Subject: Re: Hawkins vs DEC 2018-258-E Hearing Examiner Directive

To who this may concern,

A document addressing Duke Energy dismissal of this complaint was mailed to the party listed above on September 6, 2018. Please contact me with further questions.

Thanks,
Charles Hawkins

On Thu, Aug 23, 2018 at 4:13 PM -0400, "Dong, Randall" <Randall.Dong@psc.sc.gov> wrote:

Dear Parties and Counsel:

Attached is the Hearing Examiner Directive issued today in connection with Duke Energy's motion to dismiss and to hold deadlines in abeyance. Please take note that if Mr. Hawkins wishes to oppose the motion, he must file and serve his return no later than Friday, September 7, 2018.

Randall Dong
Hearing Examiner

Charles Hawkins
28 Kavanagh Court
Greenville South Carolina 29611
Cell phone 864-360-0819

September 06,2018

To Whom this May Concern:

I am writing this letter to address Duke Energy motion of dismissal. Unfortunately, my wife has been sick with Crohn's Disease and has had numerous of surgeries in the past two years. Because of this, I informed Duke Energy of my wife illness and requested medical alert documentations, so it can be approved by her physician. Shortly after, I mailed the medical alert documents to Duke Energy. I also spoke to them about making payments arrangements and afford/schedule. My family was traveling back and forth to Duke University Medical Center for my wife's outpatient procedure and surgeries from February 2018 through June 2018. We spent very little time at home due to traveling to Duke Medical University. Due to this, I communicated to Duke Energy about our medical situation. I also explained that our energy bill was too expensive for the lack of time that we were spending at home for these past months. In addition to this, I also explained to Duke Energy that my wife's medical expenses would not afford us the opportunity to make the payments on the date that was set. I also requested Duke Energy to set up a payments schedule that would work best for us because of my wife's medical circumstances and our high medical expenses. Unfortunately, Duke Energy would not comply. I had to get the Office of Regulatory Staff to help assist with our arrangements and getting our meter inspected because Duke energy would not send a technician out to check our meter. I also tried to apply for Duke Energy Saving programs which included HVAC and plumbing to help with energy cost. Duke Energy has been very difficult to work with when having precarious medical emergencies and a disabled spouse while trying to set up payments to keep my power running for her home health care visits and recovery.

Furthermore, not everyone's financial and health situations are the same and there should be a procedure in place for families in medical situations with documented medical circumstances such as ours. There should be processes that allow more flexibility with payments and scheduling to assist families that are undergoing medical hardships.